



0000105201

**ORIGINAL****ARIZONA CORPORATION COMMISSION****UTILITY COMPLAINT FORM****Investigator:** Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 83143**Date:** 11/18/2009**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:****Brian****Nichols****Account Name:**

Brian Nichols

**Home:** (000) 000-0000**Street:**

n/a

**Work:** (000) 000-0000**City:**

n/a

**CBR:****State:**

AZ

**Zip:** 00000**is:****Utility Company:****Arizona Public Service Company****Division:**

Electric

**Contact Name:**

For Assignment

**Contact Phone:** [REDACTED]**Nature of Complaint:**

Consumer is against any rate increase that APS is requesting. He states that he is a disabled Veteran and they are not receiving any cost of living increases or anything. APS was given an increase last year. He states that people are losing their homes because of the bad economy and APS is requesting more money!!! APS is already charging consumers to mail them their bills and when you try to pay with a debit or credit card you are charged additional fees. He is against any increases..

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

11/18/09 opinion noted and filed in docket no. E-01345A-08-0172. closed

\*End of Comments\*

**Date Completed:** 11/18/2009**Opinion No.** 2009 - 83143

Arizona Corporation Commission

**DOCKETED****NOV 19 2009**

DOCKETED BY

AZ CORP COMMISSION  
DOCKET CONTROL

2009 NOV 19 / A 9:57

RECEIVED

E-01345A-08-0172

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:** ( [REDACTED] )

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 83142**

**Date:** 11/18/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Kim **Last:** Villalobos

**Account Name:** Kim Villalobos

**Home:** (000) 000-0000

**Street:** n/a

**Work:** (000) 000-0000

**City:** Glendale

**CBR:**

**State:** AZ **Zip:** 00000

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Consumer is against any rate increase that APS is requesting.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

11/18/09 opinion noted and filed in docket no. E-01345A-08-0172. closed  
\*End of Comments\*

**Date Completed:** 11/18/2009

**Opinion No.** 2009 - 83142